

# Singapore is always open

## A more responsive government runs on the cloud

The National Digital Identity (NDI) program is making life easier in Singapore. The initiative's flagship service, Singpass, allows users to conduct various transactions with government agencies and businesses on the cloud, without inconvenient paperwork and in-person visits. For it to be truly effective, it has to operate at scale without interruption. That's why Singapore's technology body, GovTech—with discovery, analysis, implementation and management support from Accenture—worked to improve Singpass's resiliency and computing power by

migrating the system to the cloud. The initiative included new microservices architecture, careful testing and a migration of users and services that took place in waves. The cloud-based system has proven to handle record traffic and transactions. And now the team can rapidly bring new services to the public. Today, over 2,000 cloud-based services are available 24/7, while total transactions have soared to exceed 350 million personal and corporate transactions per year.<sup>1</sup>



Image Credits: Government Technology Agency of Singapore.

<sup>1</sup> <https://www.tech.gov.sg/media/media-releases/2021-03-04-refreshed-singpass>